User's Guide

audriga Groupware Migration

from   Microsoft 365 / Exchange Online
to   Microsoft 365 / Exchange Online

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Contact: https://www.audriga.com/en/Contact

Inhaltsverzeichnis

audriga Migration Service

audriga's Migration Service migrates the **content of mailboxes** from your current hosting provider to a new hosting provider in an easy, fast, and secure way. A migration can be configured on our self-service website, which can be accessed with most common web browsers (e.g. IE, Firefox, Safari or Chrome). No software needs to be installed on your machine. The service connects to your mailbox similarly to the way your e-mail client does. Emails, attachments, folders and depending on the involved systems also contacts, task, notes and calendar data are being copied to the destination account. The data in the source mailbox will not be deleted or altered in any way. To configure a migration, only three simple steps in our self-service portal have to be completed. After the migration has started, it's status can be continuously monitored on the website.

It may not be possible to complete especially large or complex migrations with only this guide. If you identify issues related to I/O issues, bandwidth, timeline constraints, or anything else that makes the migration more complicated than you feel comfortable handling, you may need more than audriga's self-service level. If you find that you need a higher level of support, please contact audriga at support@audriga.com.

Data migration

What data can be migrated

- Emails (including folder structure, read/unread status, etc)
- Contacts
- Calendars
- Tasks
- Notes
- Filter (INBOX rules)
- Signatures

What data cannot be migrated

- Public folders
- Archives
- Journals

- User specific settings
- Distribution lists
- Mailbox permissions
- Appointed participation status
- Folder permissions

Limitations

EWS Limitations

- The owner of the mailbox will become the organizer for each of his appointments
- Meeting participant status (accepted or declined) will not be migrated
- The service tries to resolve system internal addresses e.g. X500 addresses and replace them with valid email addresses. If it is not possible, the addresses will be removed.
  The service also filters invalid entries like non-valid URLs in Website fields which are not accepted by the destination platform.

General limitations

Certain limitations may apply due to the specific combination of the source and the destination. This includes:

- Display of certain email messages (special MIME formats) may differ on the destination side
- Mapping of item properties (e.g., if not supported by the destination)
- Mapping of folder permissions

If in doubt, we recommend migrating a few mailboxes initially to check the results.

Preparation

Before starting the migration, Microsoft 365 mailboxes (destination) must be created.

Prepare access to source and destination

For your Microsoft 365 accounts you can either authenticate using username + password. In this case, please choose the provider entry Microsoft 365/ Exchange Online (OAuth) and proceed in the UI, you don't need to follow these guide's instructions!

You can alternatively use modern authentication with a service account. In this case, the following information is relevant.

Disable Throttling Limits
If multiple mailbox migrations should be performed in parallel, it may be necessary to disable the admin user throttling limits: https://learn.microsoft.com/en-us/exchange/client-developer/exchange-web-services/ews-throttling-in-exchange .

Access to Microsoft 365 with Admin/Service Account

In order to be able to use the audriga migration service in combination with Microsoft 365, the following points must be followed prior to the start of your migration.

Microsoft 365 only allows the usage of modern authentication.
You have to pick one account to serve as a service account, an app has to be installed and a secret email group has to be created.

1. Select one account to serve as a service account

Please note that the account that shall serve as the service account requires a Microsoft 365/Exchange online license (mailbox).
Hint: If you want to designate your Admin account as service account you have to provide the Admin with a license.

2. Register the audriga app in your tenant

To register our audriga app in your tenant, log into your admin account and go to
(Copy and paste the link in your browser – please remove line breaks):

https://login.microsoftonline.com/organizations/v2.0/adminconsent?client_id=3cd27a72-a19e-4945-9715-fc24d940428f&redirect_uri=https://umzug.audriga.com/SMESwitchWebApp/oauth_complete.jsp&scope=https://outlook.office.com/.default

- Accept the App audriga CloudMovr migration
- You will be redirected to an audriga page which you can close
  Note: our application is created under the "Enterprise application" tab in AzureAD console

3. Create a "secret" group in the customer tenant

Create a "secret" group in the customer tenant.

- Go to https://aad.portal.azure.com => Azure Active Directory => Groups => *New group*
- Choose a group name and group email address that includes "audriga" or "birest" (e.g. test-audriga@my-domain.com) (please note: case sensitive! Audriga won't work!)
- Choose group type *Microsoft 365*
- Appoint your service account (see 1.) as the owner of this group

Configure a migration with audriga migration service

Select current and new provider

Go to the *Provider selection* screen.

Choose Microsoft 365 / Exchange Online (Admin) as your current and as your destination provider.

Hint: you may need to start typing Microsoft for it to appear in the list.

Add accounts for migration

If the domain name is being migrated to the new destination tenant, we strongly recommend to use the .onmicrosoft.com domain names for both the source and destination email addresses, rather than using the vanity domain!

You have two possibilities of adding users. You can add single accounts one by one or you can add multiple accounts using a CSV-File.

Add single accounts

tab *Add account*
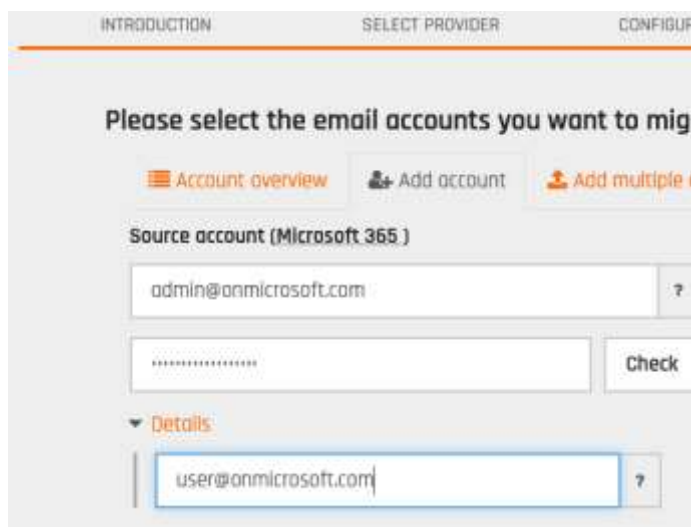
As described you have to use modern Authentification here, you cannot use the username and password of each mailbox alternatively.

Username: enter the username of the service account

Password: enter the special group email address

(e.g. test-audriga@mycompany.onmicrosoft.com from the example above)

Details: enter the user's mailbox you want to migrate

Click on *check* to verify the credentials. If the data is correct, a green check will appear ✔ .
If the credentials are incorrect, a red cross will be displayed ✖.

Add multiple accounts

Choose tab *add multiple accounts* if you want to add users using a CSV-File.
Add a maximum of 50 mailboxes per CSV-File for an optimal performance.

Prepare and upload a text file with all of the account credentials. An example file is provided in the dialog.
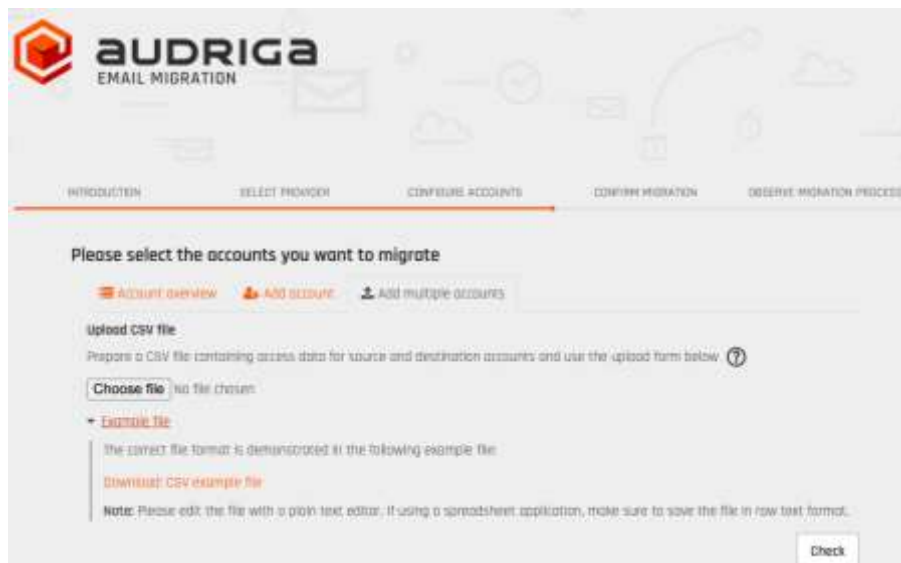
Format to be used for creating the CSV

- MS 365 account > other MS 365 account

Serviceaccount,GroupEmailAddress,Useraccount1,Serviceaccount,GroupEmailAddress,Useraccount1
Serviceaccount,GroupEmailAddress,Useraccount2,Serviceaccount,GroupEmailAddress,Useraccount2
Serviceaccount,GroupEmailAddress,Useraccount3,Serviceaccount,GroupEmailAddress,Useraccount3
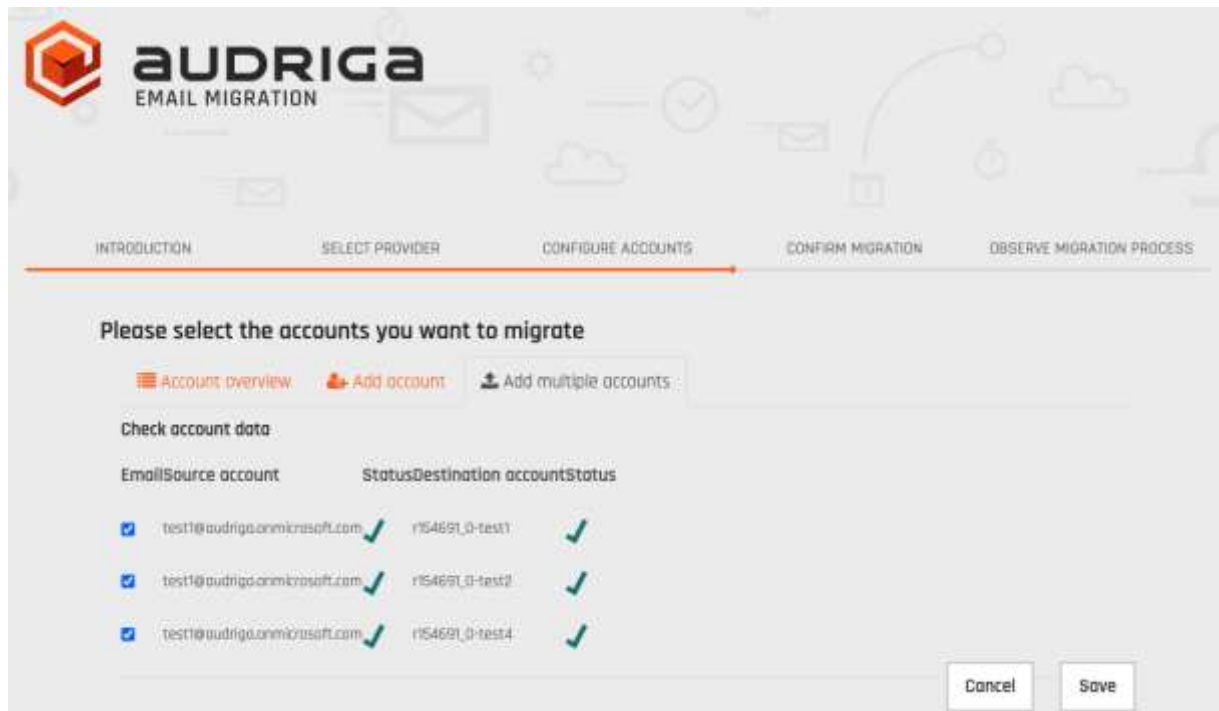
All accounts entered will be listed in the account overview.
The migration service will try to check the capacity in the destination accounts. This check may take a while for larger mailboxes. If you do not want to wait, you can proceed.
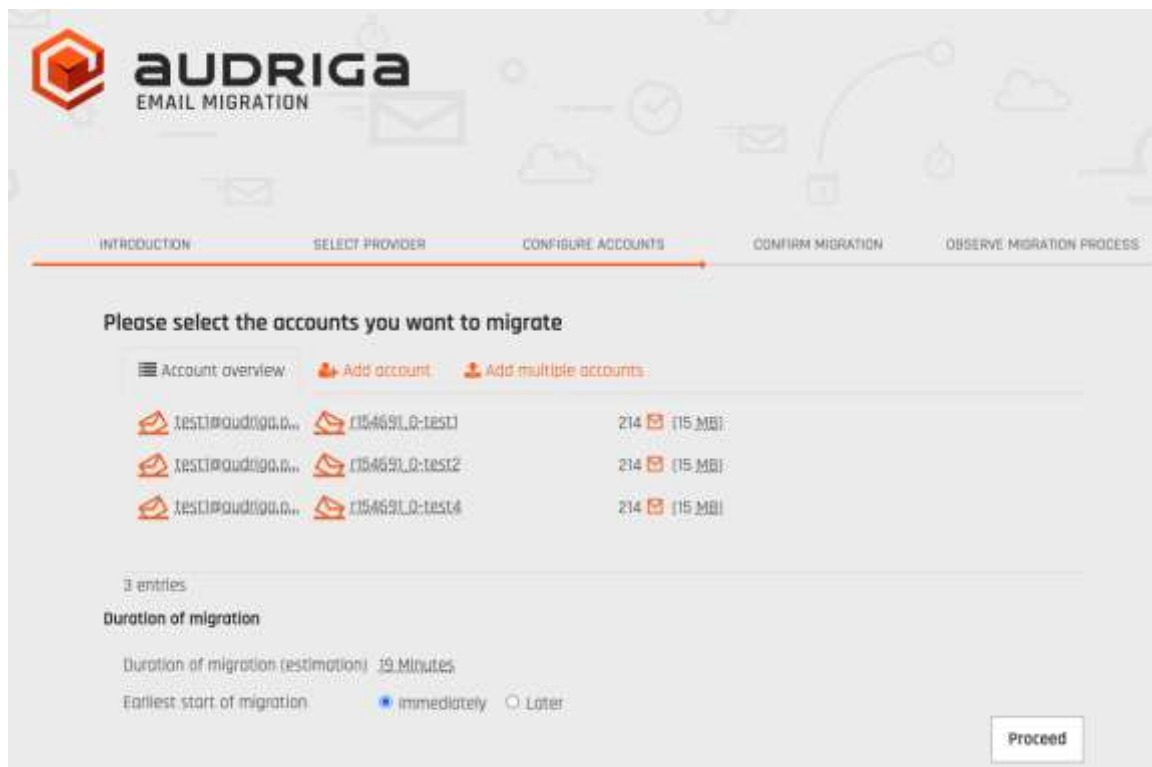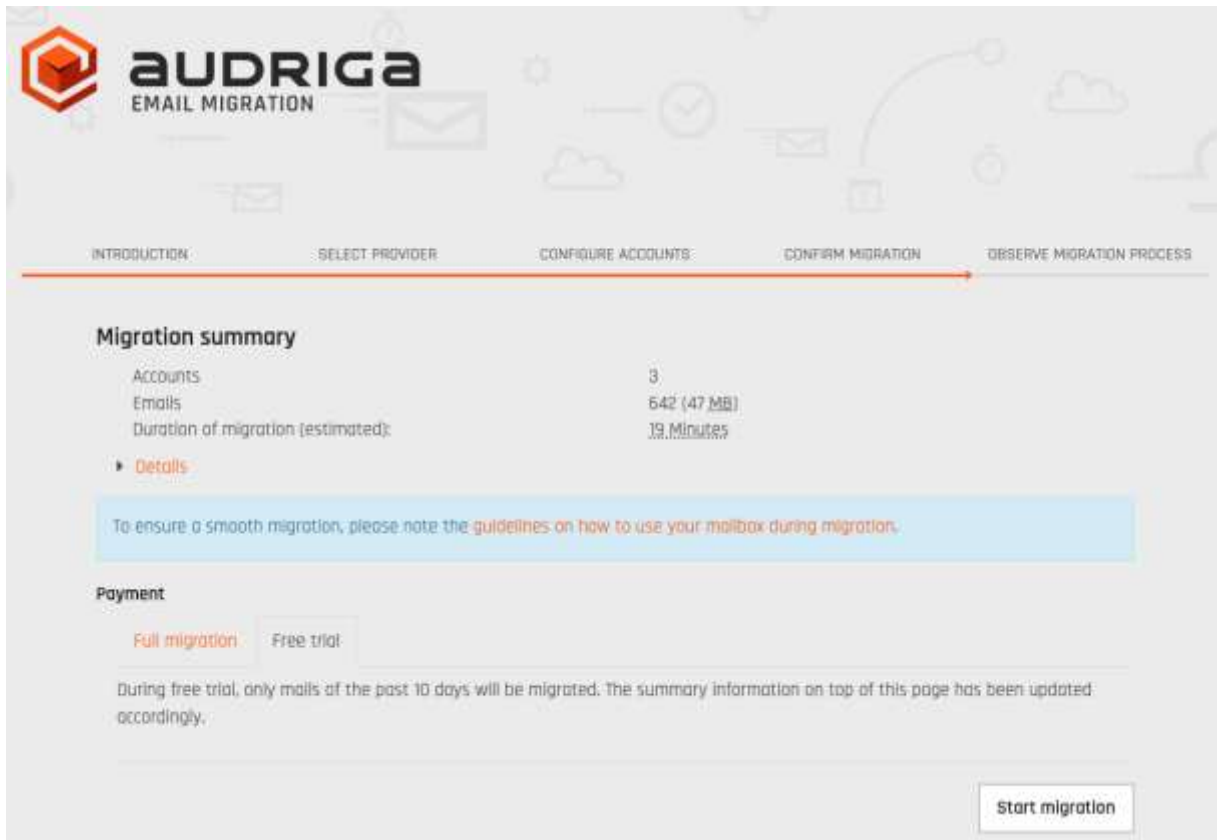
Start the migration

You will see a summary of the migration, including the number of accounts and the amount of data. Even if the analysis of the source account is not yet completed you can proceed. In order to start the migration, you will need to provide a valid migration voucher code if this voucher was not part of the URL you called to start this website.

Press *Start Migration* to proceed.

Free trail

The UI provides the option to set up a free trail migration. This transfers the email and groupware data from the last 10 days. To start a trial migration, please click on *Free trail*.

The migration summary will be adjusted. To start the trial migration, click on *Start migration.*

Monitor migration status

It may take some time until the migration process starts. A migration may take a couple of hours for large amounts of data.

We are going to send you status emails for your migration job submission, the migration job's start, and the migration job's end. For this, we use the email address you have entered during the configuration. Those mails include a link to the status website, so that you can easily keep track and monitor your migration. Once the migration has been started, you can safely close the status website and shut down your computer – the migration will continue to run. You can open the status website anytime by clicking on the link.

Click on *Details* to get further information about the migration.

For each account, you can access a detailed log. Click *Protocol* on the right hand side. Detected duplicates or encountered errors (e.g., if e-mails cannot be transferred due to size limitations of your provider) are listed here.

Remove and register your domain

The following steps can be carried out only after the main migration job has been successfully completed.

Remove the Domain from the source

After the main migration job has been completed you can remove the domain. If you need instructions please check the Microsoft pages

https://learn.microsoft.com/en-us/microsoft-365/admin/get-help-with-domains/remove-a-domain?view=o365-worldwide

Verify domain at destination

In the destination admin portal, verify the domain in the Microsoft 365 account. Microsoft 365 offers a Wizard for this.

Delta Migration for Domain Transfer

When you transfer a domain to your new provider or update the MX record to point to your new provider, emails may still be routed to the old provider for some time, this is most probably due to DNS caching issues. In order to transfer these mails into your new account we offer a delta migration feature which can be used after the initial migration has finished and after the domain transfer/DNS change is effective.

Allow some time for the DNS cache propagation (recommended: 24 h - 48 h). To start a delta migration, click then ***start delta migration***. All emails which arrived in the old account after the initial migration finished will now be copied. Again, you will receive notification emails about the status of your delta migration.

Note:

In order to allow running a delta migration the migration service still needs access to the mailboxes after the domain is transferred.

Please note that a delta migration is neither intended nor capable of correcting any errors that may have occurred in the main job.